

EDITED KSA LISTING

CLASS: STAFF INFORMATION SYSTEMS ANALYST (SUPERVISOR)

NOTE: Each position within this classification may be required to possess all or some of these knowledge, skills or abilities.

| # | Knowledge, Skill, Ability |
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| | Knowledge of: |
| K1. | General knowledge of Information Technology (IT) principles and of public administration, organization, and management to effectively perform assigned duties. |
| K2. | General knowledge of information technology systems equipment, software, and practices as it relates to the IT environment to effectively perform assigned duties. |
| K3. | Extensive knowledge of analytical techniques needed to review and analyze information to determine options and recommend viable solutions. |
| K4. | Extensive knowledge of technical report writing to accurately and effectively communicate job related information. |
| K5. | General knowledge of the principles of personnel management and supervision, including laws, rules, regulations, collective bargaining agreements, etc., related to employment to effectively supervise staff. |
| K6. | General knowledge of the principles of career development and training to ensure staff development and upward mobility needs are met. |
| K7. | General knowledge of the department's Equal Employment Opportunity objectives to prevent discrimination, violence, and sexual harassment in the workplace. |
| K8. | General knowledge of a supervisor's role in the Equal Employment Opportunity and in the processes available to achieve equal employment objectives. |
| K9. | General knowledge of the System Development Life Cycle (SDLC) principles and methods to effectively perform assigned duties. |
| K10. | General knowledge of training techniques to effectively educate IT customers and staff. |
| K11. | General knowledge of departmental and IT policies and procedures to conform to industry and state IT best practices. |
| K12. | General knowledge of information security practices to properly protect the department's information and IT assets. |
| K13. | General knowledge of project management principles, practices, and procedures to ensure delivery of quality IT products and services. |
| K14. | General knowledge of state procurement policies and procedures in order to properly procure goods and services. |

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| | Skill to: |
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| S1. | Analyze information and situations to identify problems, reason logically, and draw valid conclusions in order to determine and implement effective solutions. |
| S2. | Effectively apply creative and logical thinking in the design methods of processing information with IT to design effective solutions. |
| S3. | Effectively monitor, identify, and troubleshoot to resolve problems of IT hardware, software, and processes. |
| S4. | Utilize interpersonal skills to establish and maintain productive working relationships with others. |
| S5. | Communicate effectively both written and verbally in order to exchange and/or provide information to staff and others. |
| S6. | Utilize interpersonal skills and technical knowledge to supervise and perform quality control over the work of technical personnel. |
| S7. | Effectively contribute to employee recruitment, hiring and individual development to achieve equal opportunity objectives as defined by departmental regulations, and state and federal law. |
| S8. | Effectively review, edit, evaluate, and prepare written documents to produce quality products. |

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| | Ability to: |
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| A1. | Supervise, coach, and mentor staff working both independently and in teams to perform assigned tasks. |
| A2. | Reason logically to perform analytical and supervisory tasks. |
| A3. | Prioritize and manage multiple tasks in order to manage time efficiently. |
| A4. | Apply creative thinking to develop solutions. |